Client with an Appointment for Services
Version 090403

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                    Does the individual
        Yes         present for the        No
                    appointment?

Client signs in                                    Service Provider person
                                                   attempts to contact the
                                                   individual to reschedule
Reception announces the                            the appointment
client to the Service
Provider or Service
Provider greets client                                      Does the
                                                            Service        No    Enter case note and    Done
                                                            Provider reach        Service Line Item
          Search existing   Client not   Search by all     the client?
          agency clients by found       components of URN
          name or other              for shared client             Yes
          criteria                              Client not
                                               found               Does the client
Client found            Client found                               want to          No   Enter case note and   Done
                                                                   reschedule?            Service Line Item
          Service Provider opens   See New Client
          client record, reviews   Intake Workflow                        Yes
          record and assesses
          reason for                                      Appointment          Enter case note and   Done
          appointment                                     rescheduled          Service Line Item

          Service Provider reviews To
          Do or task list for client (e.g.
          update demographics) and
          completes tasks

          Service Provider opens Care
          Plan to review upcoming
          appts for the client and to
          add Outcomes where the
          Target Date has passed

          Service Provider opens
          Progress Notes and reviews
          previous issues

          Service Provider interviews
          and provides services to the
          client

          Are there            Can the                  Service Provider creates
          additional    Yes    agency provide   Yes     internal referrals in ARIES
          services that the    the service
          client needs?        need?

                 No                  No
                                                 Service Provider
          Is Follow-Up                           creates external
          needed?           Yes                  referrals in ARIES

                 No                       Service Provider enters the
          Service Provider enters         newly assigned tasks on the
          case note and Service           Care Plan and prints it
          Line Item
                                          Client signs hard copy of the
                Done                      Care Plan and is given a copy

                                          Service Provider enters
                                          case note and Service
                                          Line Item

                                                Done
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ArchiTier